



## COURSE DESCRIPTION CARD - SYLLABUS

Course name

Interpersonal Communication [S1DSwB1>KI]

### Course

Field of study

Data Science in Business

Year/Semester

1/1

Area of study (specialization)

–

Profile of study

general academic

Level of study

first-cycle

Course offered in

Polish

Form of study

full-time

Requirements

compulsory

### Number of hours

Lecture

15

Laboratory classes

0

Other

0

Tutorials

15

Projects/seminars

0

### Number of credit points

2,00

### Coordinators

dr inż. Karolina Bondarowska

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### Lecturers

dr inż. Małgorzata Spychała

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### Prerequisites

Basic ability to formulate oral and written statements and engage in active listening. Students should be open to group work, exchanging viewpoints, and engaging in constructive dialogue. A fundamental awareness of the importance of communication in daily life and a willingness to develop interpersonal skills are also recommended.

### Course objective

Development of effective communication skills. Preparing students for efficient communication in various contexts. Enhancing their ability to collaborate, solve problems, and make decisions within project teams.

### Course-related learning outcomes

Knowledge:

Defines fundamental concepts and processes of interpersonal communication, including verbal and non-verbal communication [DSB1\_W01].

Characterizes communication barriers and their impact on the effectiveness of message transmission in interpersonal and professional relationships [DSB1\_W06].

Describes conflict resolution strategies, communication styles, and the importance of assertiveness and

emotional intelligence in relationship building [DSB1\_W10].

#### Skills:

Analyzes and applies active listening techniques to enhance the quality of interpersonal communication [DSB1\_U11].

Identifies and adapts communication styles to different contexts, including professional and intercultural situations [DSB1\_U14].

Prepares and delivers speeches and presentations, incorporating principles of effective communication and message delivery [DSB1\_U12].

Constructs constructive criticism and provides and receives feedback in a manner that fosters collaboration and relationship building [DSB1\_U13].

#### Social competences:

Adapts communication behaviors to the specifics of a team and professional situations, ensuring effective collaboration [DSB1\_K02].

Identifies and minimizes communication barriers, striving to build clear and efficient interpersonal relationships [DSB1\_K03].

Demonstrates openness and respect in communication, considering cultural and social differences in professional interactions [DSB1\_K05].

### Methods for verifying learning outcomes and assessment criteria

Learning outcomes presented above are verified as follows:

Lecture - Grading based on a test with a minimum of 50% of the total points required to pass. The final grade may be higher for active participation in discussions during the lectures.

Exercises - Final grade based on points earned from completing individual tasks. Passing grade requires at least 50% of the points.

### Programme content

Lecture: introduction to interpersonal communication. The Communication Process. Verbal and nonverbal communication Active listening skills. Communication barriers. Interpersonal communication and relationship styles. Conflict resolution in communication. Communication in teams. Assertiveness in communication. Empathy and emotional intelligence. Cultural differences in communication. Public speaking and presentations. Feedback and constructive criticism. Building Interpersonal relationships. Exercises: active listening exercise. Non-verbal communication exercises. Active listening in groups. Communication style assessment. Conflict resolution scenarios. Public speaking exercises. Feedback exercises. Group communication in problem solving. Test solving.

### Course topics

#### Lectures:

1. Definition, importance and impact of communication on personal and professional life.
2. Components of communication: sender, message, recipient, encoding, feedback, noise.
3. Impact of various factors on verbal and non-verbal communication - understanding the role of language, tone, body language and facial expressions.
4. Techniques for effectively listening and understanding other people's messages.
5. Barriers to effective communication - identifying and overcoming physical, mental and emotional barriers.
6. Transactional analysis and its impact on communication styles and relationships.
7. Conflicts and their resolution.
8. The importance of communication in team dynamics and cooperation.
9. The ability to assertively express needs and opinions. The role of empathy and emotional intelligence in interpersonal relationships.
10. Business communication, formal vs. informal communication, communication etiquette.
11. Cultural differences and their impact on communication styles.
12. Effective techniques for presenting ideas to a group and engaging the audience.
13. Giving and receiving feedback in a constructive and positive manner.
14. Building strong interpersonal relationships - building trust, rapport, and positive relationships in personal and professional environments.

#### Exercises:

1. Practicing active speaking and listening skills in different contexts. Group discussions.
2. Exercises in reading body language, gestures and facial expressions.
3. Transactional analysis test. Assessment of communication styles - Identifying and discussing different communication styles and their strengths and weaknesses.
4. Resolving conflicts in a constructive way.
5. Assertiveness and empathy training. Assessment of your role in the team. Selecting people for the team and assigning roles.
6. Exercises in public speaking, preparing presentations and providing constructive feedback.

#### Teaching methods

Multimedia lectures. Case studies. Dialogues, conversations, discussions, exchange of experiences. Role-playing.

#### Bibliography

##### Basic:

Mckay M., Davis M., Fanning P., Sztuka skutecznego porozumiewania się, Gdańskie Wydawnictwo Psychologiczne, Gdańsk 2024

Bondarowska K., Ziomek J., Komunikacja interpersonalna i biznesowa. Wybrane zagadnienia, Wydawnictwo Politechniki Poznańskiej, Poznań 2023

Dawid-Sawicka M., Stelmach E., 13 wzorców dobrej komunikacji i relacji, Wydawnictwo Wolters Kluwer, Warszawa 2023

##### Additional:

Morreale S.P., Spitzberg B.H., Barge J.K., Komunikacja między ludźmi. Motywacja, wiedza i umiejętności, Wydawnictwo Naukowe PWN, Warszawa 2008

Jabłonowska, L., Wachowiak, P., Winch, S., Prezentacja profesjonalna. Teoria i praktyka, Difin, Warszawa, 2008

#### Breakdown of average student's workload

	Hours	ECTS
Total workload	50	2,00
Classes requiring direct contact with the teacher	30	1,00
Student's own work (literature studies, preparation for laboratory classes/ tutorials, preparation for tests/exam, project preparation)	20	1,00